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Congress of the United States
House of Representatives
Washington, DC 20515-0530

HENRY A. WAXMAN
30TH DISTRICT, CALIFORNIA

April 27, 2009

The Honorable John E. Potter
Postmaster General
475 L'Enfant Plaza SW
Washington, D.C. 20260-0001

Dear Postmaster Potter:

I am writing regarding an unprecedented number of complaints my district office has received about the unannounced removal of collection mailboxes throughout California's 30th Congressional District and the greater Los Angeles area.

Because numerous collection boxes were removed without any notification or warning, constituents who have contacted my office were unaware that boxes in their neighborhoods would be removed, and are experiencing difficulties sending mail. Moreover, I have heard from businesses that are adversely affected as well as the elderly and disabled who are unable to deposit their mail at alternative locations.

I am interested in learning about the Postal Service's policies and procedures regarding the removal of collection boxes. Specifically, I am seeking answers to the following questions:

1. What criteria are used in determining whether a collection box will be removed?
2. How are the data collected to determine whether the criteria are fulfilled?
3. By what method are customers notified that a box will be removed, and how much advance notice is provided?
4. Is there a process through which customers can appeal the removal of a collection box and/or request its return?

I look forward to receiving your response.

With kind regards, I am

Sincerely,



HENRY A. WAXMAN
Member of Congress